

## AMENDMENTS TO THE CLAIMS

Kindly amend claims 1, 8, 9, 10, 24, 25, 29, 31, 38, and 39 as indicated below. Please cancel claims 18, 19, 35, and 41. Please add claims 45-75. All pending claims are reproduced below.

- 1        1. (Currently amended) A computer based method for providing leads to a sales agent from  
2        a lead database to enable the sales agent to contact the lead to determine interest in at  
3        least one of a product or a service, the method comprising the steps of:  
4        receiving by the lead database a an electronic lead request from a sales agent;  
5        providing a lead from the lead database to the sales agent in response to the lead request;  
6        ~~the sales agent for contacting the lead to determine interest in at least one of a~~  
7        ~~product and a service; and;~~  
8        receiving by the lead database a lead selection from the sales agent, the lead selection  
9        indicating that the sales agent elects to contact the lead; and  
10       moving the lead from an active set of the lead database to a selected set of the lead  
11       database for a predetermined time period, wherein leads in the selected set cannot  
12       be provided to a second sales agent.
- 1        7. (Previously added) The method of claim 1 wherein the lead request includes a lead  
2        selection parameter.
- 1        8. (Currently amended) The method of claim 1 wherein the lead includes at least one of the  
2        group consisting of contact information and product information.
- 1        9. (Currently amended) The method of claim 1 wherein the sales agent comprises one of the  
2        group consisting of a reseller, salesperson, and service provider.

1 10. (Currently amended) The method of claim 1 wherein the lead request comprises at least  
2 one of the group consisting of a service request and a product request.

1 11. (Previously added) The method of claim 1 further comprising:  
2 sending a first confirmation message to the sales agent, and  
3 sending a second confirmation message to the lead.

1 12. (Previously added) The method of claim 11 wherein the first and second confirmation  
2 messages are sent via a wide area network.

1 13. (Previously added) The method of claim 12 wherein said wide area network is an  
2 Internet.

1 14. (Previously added) The method of claim 1 further comprising:  
2 sending a confirmation message to an administrator.

1 15. (Previously added) The method of claim 1 wherein the step of providing further  
2 comprises:  
3 determining whether the lead request is authorized for the sales agent.

1 16. (Previously added) The method of claim 1 wherein the step of providing further  
2 comprises:  
3 receiving, from the sales agent, a lead selection parameter;  
4 searching the lead for the lead selection parameter to generate a search result; and  
5 providing the search result to the sales agent.

1 17. (Previously added) The method of claim 16 wherein the lead selection parameter  
2 comprises one of geographical location and product.

1 18. (Cancel).

1 19. (Cancel).

1 20. (Currently amended) The method of claim ~~19~~ 1 further comprising:

2 replacing the lead into the active set of the lead database to make the lead available for a  
3 second lead request after the predetermined time period has expired.

1 21. (Previously added) The method of claim 20 wherein the second lead request is issued by  
2 a second sales agent.

1 22. (Previously added) The method of claim 1 further comprising:

2 receiving, from the sales agent, a message comprising a result for the lead; and  
3 storing the result in the lead database.

1 23. (Previously added) The method of claim 22 further comprising:

2 parsing the message to identify the result.

1 24. (Currently amended) The method of claim 22 further comprising:

2 sending at least one of the group consisting of a result confirmation to the sales agent and  
3 a result notification to the lead.

1 25. (Currently amended) A method for requesting a lead by a sales agent, the method

2 comprising the steps of:

3 sending a lead request to a lead database;

4 receiving a lead from the lead database; and  
5 sending a lead selection to the lead database, the lead selection indicating that the sales  
6 agent has selected the lead, the sales agent for contacting the lead to determine  
7 interest in at least one of a product and a service, wherein the lead in the lead  
8 database is moved to a selected set of the lead database for a predetermined time  
9 period after sending the lead selection.

1 26. (Previously added) The method of claim 25 wherein the lead request comprises a service  
2 request.

1 27. (Previously added) The method of claim 25 further comprising:  
2 sending a lead selection parameter to the lead database for querying a subset of leads.

1 28. (Previously added) The method of claim 25 further comprising:  
2 processing the selected lead to determine a result for the selected lead.

1 29. (Currently amended) The method of claim 28 wherein the result comprises one of the  
2 group consisting of a sale, a no interest response, an evaluation, and a project.

1 30. (Previously added) The method of claim 28 wherein the step of processing the selected  
2 lead further comprises:  
3 identifying the result for the selected lead; and  
4 sending the result to the lead database for storage of the result.

1 31. (Currently amended) A system for providing leads from a lead database to enable a sales  
2 agent to contact the leads to determine interest in at least one of a product or a service,  
3 the system comprising:

4 a lead unit configured to receive a lead request from a sales agent;  
5 a lead control unit communicatively coupled to the lead unit and configured to provide a  
6 lead from the lead database to the sales agent in response to the lead request; ~~the~~  
7 ~~sales agent for contacting the lead to determine interest in at least one of a product~~  
8 ~~and a service; and~~  
9 an administrative unit communicatively coupled to the lead control unit and configured to  
10 receive a lead selection from the sales agent, the lead selection indicating that the  
11 sales agent elects to contact the lead; and  
12 a timing unit configured to move the lead from an active set of the lead database to a  
13 selected set of the lead database for a predetermined time period.

1 32. (Previously added) The system of claim 31 wherein the administrative unit is further  
2 configured to receive, from the sales agent, a lead selection parameter, wherein the lead  
3 control unit is further configured to search the lead for the lead selection parameter to  
4 generate a search result and to provide the search result to the sales agent.

1 33. (Previously added) The system of claim 31 further comprising:  
2 a reseller control unit communicatively coupled to the lead unit and configured to  
3 determine whether the lead request is authorized for the sales agent.

1 34. (Previously added) The system of claim 31 further comprising:  
2 an administrative control unit communicatively coupled to the administrative unit and  
3 configured to send a first confirmation message to the sales agent and send a  
4 second confirmation message to the lead.

1 35. (Cancel).

1 36. (Previously added) The system of claim ~~35~~ 31 wherein the timing unit is further  
2 configured to replace the lead into the active set of the lead database to make the lead  
3 available for a second lead request after the predetermined time period has expired.

1 37. (Previously added) The system of claim 31 further comprising:  
2 a lead status unit configured to receive, from the sales agent, a message comprising a  
3 result for the lead and to store the result in the lead database.

1 38. (Currently amended) The system of claim 37 wherein the result comprises one of the  
2 group consisting of a sale, a no interest response, an evaluation, and a project.

1 39. (Currently amended) A computer readable medium comprising:  
2 program instructions for receiving a lead request from a sales agent;  
3 program instructions for providing a lead from the lead database to the sales agent in  
4 response to the lead request; the sales agent capable of ~~for~~ contacting the lead to  
5 determine interest in at least one of a product and a service; and  
6 program instructions for receiving a lead selection from the sales agent, the lead selection  
7 indicating that the sales agent elects to contact the lead; and  
8 program instructions for moving the lead from an active set of the lead database to a  
9 selected set of the lead database for a predetermined time period, wherein leads in  
10 the selected set cannot be provided to a second sales agent.

1 40. (Previously added) The computer readable medium of claim 39 further comprising:  
2 program instructions for removing the lead from the lead database to prevent the lead  
3 from being provided to a second sales agent.

1 41. (Cancel).

1 42. (Previously added) The computer readable medium of claim ~~41~~ 39 further comprising:

2 program instructions for replacing the lead into the active set of the lead database to make  
3 the lead available for a second lead request after the predetermined time period  
4 has expired.

1 43. (Previously added) The computer readable medium of claim 39 further comprising:

2 program instructions for receiving, from the sales agent, a message comprising a result  
3 for the lead; and  
4 program instructions for storing the result in the lead database.

1 44. (Previously added) The computer readable medium of claim 43 further comprising:

2 program instructions for sending at least one of a result confirmation to the sales agent  
3 and a result notification to the lead.

1 45. (New) A method for providing leads to a sales agent from a lead database to enable the

2 sales agent to contact the leads to determine interest in at least one of a product or a  
3 service, the method comprising the steps of:  
4 receiving by the lead database an electronic lead request from a sales agent;  
5 providing a lead from the lead database to the sales agent in response to the lead request;  
6 receiving by the lead database a lead selection from the sales agent, the lead selection  
7 indicating that the sales agent elects to contact the lead;  
8 sending a first electronic confirmation message to the sales agent, and

9 sending a second electronic confirmation message to the lead, the second electronic  
10 confirmation message configured to indicate that the sales agent has elected to  
11 contact the lead.

1 46. (New)The method of claim 45 wherein the lead request includes a lead selection  
2 parameter.

1 47. (New)The method of claim 45 wherein the lead includes at least one of contact  
2 information and product information.

1 48. (New)The method of claim 45 wherein the sales agent comprises one of a reseller, a  
2 salesperson, and a service provider.

1 49. (New)The method of claim 45 wherein the lead request comprises at least one of the  
2 group consisting of a service request and a product request.

1 50. (New)The method of claim 45 wherein the first and second confirmation messages are  
2 sent via a wide area network.

1 51. (New) The method of claim 50 wherein said wide area network is an Internet.

1 52. (New)The method of claim 45 further comprising:  
2 sending a confirmation message to an administrator.

1 53. (New)The method of claim 45 wherein the step of providing further comprises:  
2 determining whether the lead request is authorized for the sales agent.

1 54. (New)The method of claim 45 wherein the step of providing further comprises:  
2 receiving, from the sales agent, a lead selection parameter;

3 searching the lead for the lead selection parameter to generate a search result; and  
4 providing the search result to the sales agent.

1 55. (New) The method of claim 54 wherein the lead selection parameter comprises one of the  
2 group consisting of a geographical location and a product.

1 56. (New) The method of claim 45 further comprising:

2 removing the lead from the lead database to prevent the lead from being provided to a  
3 second sales agent.

1 57. (New) The method of claim 45 further comprising:

2 providing the lead from the lead database to a second sales agent in response to a second  
3 lead request, the second sales agent for contacting the lead to determine interest in  
4 at least one of a product and a service; and  
5 sending a third electronic confirmation message to the lead, the second electronic  
6 confirmation message configured to indicate that the second sales agent has  
7 elected to contact the lead.

1 58. (New) The method of claim 45 further comprising:

2 receiving, from the sales agent, a message comprising a result for the lead; and  
3 storing the result in the lead database.

1 59. (New) The method of claim 58 further comprising:

2 parsing the message to identify the result.

1 60. (New) The method of claim 58 further comprising:

2 sending at least one of a result confirmation to the sales agent and a result notification to  
3 the lead.

1 61. (New) A method for requesting a lead by a sales agent to enable the sales agent to contact  
2 the lead to determine interest in at least one of a product or a service, the method  
3 comprising the steps of:  
4 sending a lead request to a lead database;  
5 receiving a lead from the lead database; and  
6 sending a lead selection to the lead database, the lead selection indicating that the sales  
7 agent has selected the lead, wherein in response to sending the lead selection to  
8 the lead database an electronic message is sent to the lead indicating that the sales  
9 agent intends to contact the lead.

1 62. (New) The method of claim 61 wherein the lead request comprises a service request.

1 63. (New) The method of claim 61 further comprising:  
2 sending a lead selection parameter to the lead database for querying a subset of leads.

1 64. (New) The method of claim 61 further comprising:  
2 processing the selected lead to determine a result for the selected lead.

1 65. (New) The method of claim 64 wherein the result comprises one of sale, no interest,  
2 evaluation, and project.

1 66. (New) The method of claim 64 wherein the step of processing the selected lead further  
2 comprises:  
3 identifying the result for the selected lead; and

4 sending the result to the lead database for storage of the result.

1 67. (New) A system for providing leads from a lead database to enable a sales agent to  
2 contact the leads to determine interest in at least one of a product and a service, the  
3 system comprising:  
4 a lead unit configured to receive a lead request from a sales agent;  
5 a lead control unit communicatively coupled to the lead unit and configured to provide a  
6 lead from the lead database to the sales agent in response to the lead request;  
7 an administrative unit communicatively coupled to the lead control unit and configured to  
8 receive a lead selection from the sales agent, the lead selection indicating that the  
9 sales agent elects to contact the lead; and  
10 a communication unit coupled to the administrative unit for providing electronic  
11 messages to the sales agent and to the lead in response to the administrative unit  
12 receiving a lead selection from the sales agent, the electronic messages configured  
13 to indicate that the sales agent intends to contact the lead.

1 68. (New) The system of claim 67 wherein the administrative unit is further configured to  
2 receive, from the sales agent, a lead selection parameter, wherein the lead control unit is  
3 further configured to search the lead for the lead selection parameter to generate a search  
4 result and to provide the search result to the sales agent.

1 69. (New) The system of claim 67 further comprising:  
2 a reseller control unit communicatively coupled to the lead unit and configured to  
3 determine whether the lead request is authorized for the sales agent.

1 70. (New) The system of claim 67 further comprising:

2 a lead status unit configured to receive, from the sales agent, a message comprising a  
3 result for the lead and to store the result in the lead database.

1 71. (New) The system of claim 70 wherein the result comprises one of the group consisting of  
2 a sale, a no interest response, an evaluation, and a project.

1 72. (New) A computer readable medium comprising:

2 program instructions for receiving a lead request from a sales agent;

3 program instructions for providing a lead from the lead database to the sales agent in  
4 response to the lead request;

5 program instructions for receiving a lead selection from the sales agent, the lead selection  
6 indicating that the sales agent elects to contact the lead; and

7 program instructions for providing electronic messages to the sales agent and to the lead  
8 in response to the administrative unit receiving a lead selection from the sales  
9 agent, the electronic messages configured to indicate that the sales agent intends  
10 to contact the lead.

1 73. (New) The computer readable medium of claim 72 further comprising:

2 program instructions for removing the lead from the lead database to prevent the lead  
3 from being provided to a second sales agent.

1 74. (New) The computer readable medium of claim 72 further comprising:

2 program instructions for receiving, from the sales agent, a message comprising a result  
3 for the lead; and

4 program instructions for storing the result in the lead database.

1 75. (New) The computer readable medium of claim 74 further comprising:  
2 program instructions for sending at least one of a result confirmation to the sales agent  
3 and a result notification to the lead.